CMS Manual System

Pub. 100-09 Medicare Contractor Beneficiary and Provider Communications

Department of Health & Human Services (DHHS)
Centers for Medicare & Medicaid Services (CMS)

Transmittal 12 **Date: JULY 15, 2005**

CHANGE REQUEST 3493

SUBJECT: Next Generation Desktop (NGD) Testing Requirements

I. SUMMARY OF CHANGES: This instruction references guidance on NGD testing responsibility, in accordance with testing instructions and requirements provided in Transmittal 6, Pub. 100-01, Chapter 7, Section 40.3, **CR 3011 - Implementation of the new CMS policy for testing quarterly releases of the Medicare shared systems and the CWF.** The goal of combined systems testing efforts is to ensure that all changes function as intended and that the implementation of the changes does not degrade or otherwise unintentionally affect existing system capability and function prior to implementation. Additional section updates include changing the location of the NGD server from Louisville to Shelbyville, removing references to providers, and updating NGD Browser Requirements.

NEW/REVISED MATERIAL - EFFECTIVE DATE*: August 15, 2005
IMPLEMENTATION DATE: August 15, 2005

Disclaimer for manual changes only: The revision date and transmittal number apply to the red italicized material only. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (*N/A if manual not updated.*)
(R = REVISED, N = NEW, D = DELETED) – (*Only One Per Row.*)

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
R	2/20/20.1.10 - Next Generation Desktop (NGD)

III. FUNDING: No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2005 operating budgets.

IV. ATTACHMENTS:

x	**Business Requirements**
x	**Manual Instruction**
	Confidential Requirements
	One-Time Notification
	Recurring Update Notification

***Unless otherwise specified, the effective date is the date of service.**

Attachment - Business Requirements

Pub. 100-09	Transmittal: 12	Date: July 15, 2005	Change Request 3493

SUBJECT: Next Generation Desktop (NGD) Testing Requirements

I. GENERAL INFORMATION

A. Background:

This instruction provides guidance on Next Generation Desktop testing responsibility in accordance with testing instruction and requirements provided in **CR 3011 - Implementation of the new CMS policy for testing quarterly releases of the Medicare shared systems and the CWF.** The goal of combined systems testing efforts is to ensure that all changes function as intended and that the implementation of the changes does not degrade or otherwise unintentionally affect existing system capability and function prior to implementation. All organizations shall have processes in place to meet the requirements of this instruction with the testing activities as part of the ongoing deployment and systems maintenance process of NGD.

B. Policy:

Next Generation Desktop Development Process

The Next Generation Desktop (NGD) provides contractors' beneficiary customer service departments a single call center application that will be used by Medicare Customer Service Representatives (CSRs) to answer inquiries and perform operations on behalf of CMS beneficiaries, and the American public.

The approach to designing, developing, testing and deploying the NGD is to partition the system into releases of ever increasing CMS-required business functionality. Each release will proceed through the System Development Life Cycle (SDLC) phases and will undergo the testing outlined in this instruction.

The NGD is designed to pull customer service-needed information into a common desktop application. As such, the NGD requires data exchange with CMS shared systems (VMS, CWF, FISS, MCS) and standard systems (EDB/MBD, MBR, GHP/MMCS). *Note: NGD may integrate with additional systems as future releases are developed.*

The external systems integration layer of the Next Generation Desktop application provides a common integration point for existing back-end data systems. As a result, the Next Generation Desktop may require additional modifications when changes are made to the shared systems.

Because NGD integrates with the shared systems, periodic changes will be made as a result of the shared systems quarterly release process.

II. BUSINESS REQUIREMENTS

“Shall" denotes a mandatory requirement
"Should" denotes an optional requirement

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		FI	RHHI	Carrier	DMERC	Shared System Maintainers				Other
						FISS	MCS	VMS	CWF	
3493.1	The Medicare Contractors shall follow testing requirements as indicated in Pub. 100-01 -Medicare General Information, Eligibility, and Entitlement Manual, Chapter 7, Section 40.3 – Shared System Testing Requirements for Maintainers, Beta Testers, and Contractors, with NGD specific information in Section 40.3.11 - “Next Generation Desktop (NGD) Maintainer Requirements.”	x	x	x	x					

III. PROVIDER EDUCATION

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		FI	RHHI	Carrier	DMERC	Shared System Maintainers				Other
						FISS	MCS	VMS	CWF	
	None.									

IV. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS

A. Other Instructions:

X-Ref Requirement #	Instructions

B. Design Considerations:

X-Ref Requirement #	Recommendation for Medicare System Requirements

C. Interfaces: N/A

D. Contractor Financial Reporting /Workload Impact: N/A

E. Dependencies: N/A

F. Testing Considerations: See above.

V. SCHEDULE, CONTACTS, AND FUNDING

Effective Date*: **August 15, 2005** **Implementation Date: August 15, 2005** **Pre-Implementation Contact(s):** Stephanie Bojanowski at (215) 861-4319 or SBojanowski@cms.hhs.gov **Post-Implementation Contact(s):** Stephanie Bojanowski at (215) 861-4319 or SBojanowski@cms.hhs.gov	**No additional funding will be provided by CMS; Contractor activities are to be carried out within their FY 2005 operating budgets.**

***Unless otherwise specified, the effective date is the date of service.**

Medicare Contractor Beneficiary and Provider Communications Manual

Chapter 2 - Beneficiary Customer Services

Table of Contents

(Rev. 12, 07-15-05)

20.1.10 – Medicare Customer Service Next Generation Desktop (MCSC-NGD)

(Rev. 12, Issued: 07-15-05, Effective: 08-15-05, Implementation: 08-15-05)

The CMS is developing a new MCSC- NGD application to be deployed at Medicare contractor sites. The new desktop will allow Customer Service Representatives (CSRs) to answer written, telephone, and walk-in inquiries from beneficiaries. The NGD application will enable CSRs to address, at a minimum, the same general Medicare and claims inquiries currently handled, but in a more user-friendly and efficient manner. The NGD is being developed on requirements gathered from call center personnel currently handling telephone, written, and walk-in inquiries. Although NGD may be found useful by other components interacting with the telephone and written inquiries areas, specific requirements are not being identified for those areas.

The initial rollout of NGD will provide contractors with access to information from the VIPS Medicare System (VMS), Fiscal Intermediary Standard System (FISS), and Multi Carrier System (MCS) claims processing systems used today. Initially contractors will only access information to perform the functions required within their existing workload. However, the technology being built into the NGD will ultimately allow contractors to access claim information outside their service areas and to access additional CMS databases once those business processes have been defined. This increased access will enable contractors to support each other in times of heavy call volumes, disaster situations, emergency closings, and other downtime as well as to handle more of the calls currently being blocked in the network. As NGD is rolled out, those contractors utilizing NGD will have call history information displayed for beneficiaries who have previously contacted other sites using NGD. For example, call history in Ohio will be visible to both the Carrier and the Intermediary Call Centers for Ohio after both Call Centers begin utilizing NGD. The call history information does not contain claim information, only a record of and reason for the call.

Implementation Approach and Schedule

Since the NGD will continue to be rolled out to contractors throughout FY 2004, contractors shall include NGD implementation costs in the FY 2004 budget requests. These costs shall be reported in Activity Code 13005 and need to be identified separately as NGD implementation costs.

Contractors utilizing the MCSC-Forte desktop application should budget for minimum support and maintenance of that application until call centers are transitioned over to MCSC-NGD.

Call centers will be notified at a minimum of 6 months in advance of beginning deployment discussions. Call centers will be implemented with consideration to business impact to the Medicare program as a whole. Input from contractors regarding the desired timing of implementation will be considered, as well as other implementation activity and specific circumstances of each call center.

Centers Using Non-Standard Claims Processing Systems

Currently, plans provide for the NGD to support FISS, MCS, and VMS (Part B and DMERC) claims processing systems. Centers using other systems will not implement the NGD until they have converted to one of these standard systems.

Technical Considerations

Hardware: The hardware necessary to implement the NGD application includes Siebel Systems' eHealthcare product, centrally-located servers, and personal computers (PCs).

Siebel: The NGD is being built using Siebel Systems' eHealthcare product. This product employs a "zero footprint" Web-based client, which means that no specialized hardware or software is required on the agents' desks other than a typical Personal Computer (PC) and a Web browser. The PCs that will be used to generate correspondence will also require Microsoft Word '97, or a higher version of Word, which will be the responsibility of the Medicare contractor to procure. The CMS is purchasing the necessary Siebel software licenses and ongoing Siebel software maintenance contracts.

Servers: All servers needed to run the NGD application will be centrally-located (initially at the AdminaStar Federal data center in *Shelbyville*, KY). Each call center site will access the servers via the Medicare Data Communications Network (MDCN); CMS currently uses AT&T Global Network Services (AGNS) to provide service to the MDCN. Prior to implementation, each call center's network configuration will be evaluated to ensure that sufficient network bandwidth will be available.

Firewalls: All Internet Protocol (IP) access to the MDCN/AGNS network will be firewall protected. Each call center will be responsible for the installation and configuration of a firewall solution between themselves and the MDCN/AGNS network. Call centers will access the NGD system via IP. The NGD will provide access to the mainframe processing systems at the data centers via IBM's System Network Architecture (SNA). The SNA connectivity will not require firewall protection. Future plans may include access to the mainframe processing systems via IP; however, CMS will work closely with the data centers if and when this option becomes available. The contractors are only responsible for having the firewall(s) implemented at their call centers and/or data centers.

Personal Computers

NGD Personal Computer (PC) Requirements: Following are updated PC software requirements for MCSC-NGD. These requirements supercede those listed in Change Request 2079, dated 5/16/02, and the former Medicare Carriers Manual. The only additional software requirements for FY 2004 are the Microsoft Word and Adobe Acrobat viewers which can be downloaded free of charge. **Consideration will be required for coexisting software applications in addition to NGD. The system requirements may increase based on these additional applications. Please consult the software vendor for this information and make appropriate modifications to these requirements on the basis of that information.**

Requirements for an NGD Personal Computer

Processor:	500MHz Pentium III or comparable AMD 800MHz Celeron or comparable AMD
Disk Space:	100MB available
Memory:	224MB for Windows 2000 288 MB for Windows XP
Operating System:	Windows 2000 Service Pack 2 OR Windows XP Service Pack 1
Browser:	Internet Explorer 5.5 Service Pack 2; Q323759 OR Internet Explorer 6 Service Pack 1; *Q832894, Q831167*
Monitor:	21”
Pointing Device:	Mouse with scroll
Network Interface:	Network Interface Card compatible with the call center LAN, which will ultimately allow workstation access to MDCN
Word Processor:	Microsoft Word ’97 (or higher version) – Required only for generation of correspondence.
Viewers:	Microsoft Word Viewer (provided free by Microsoft) and Adobe Acrobat Reader (v4.05 or v5.0 free from Adobe) are required to view correspondence and some reference materials available in NGD.

Integration Methods

- Standard Systems: Integration between the NGD and VMS, CWF, MCS, and FISS will be accomplished using Jacada’s Integrator software product. Jacada uses TN3270 sessions to work these systems. This allows NGD to be implemented without any changes to the standard systems. Access to CWF will be through the claims systems. The NGD Integration Layer will log and time-stamp all interactions, recording the NGD user, the back-end system user, and the transaction being performed along with the transaction’s data. Integration with EDB and MBR will be done using IBM CICS Transaction Client Application Program Interface (API). Access to these systems will be via the CMS Traffic Cop application.

- Computer Telephony: The CTI is not currently in the scope of the NGD development for releases One and Two. The CTI may be integrated in a future release.

Impact on Contractor Resources: Although implementing the NGD will improve the overall efficiency of the call center operations, there will be some short-term impact on resources during the initial implementation. Resources potentially affected include CSRs, trainers, information services, and technology staff. A reduction in CSR efficiency is expected during the learning curve of first using the new system. As CSRs become proficient with the new environment, efficiency should improve.

Early in the deployment process CMS and the NGD team will review with each site the expected staffing levels that will be in place when NGD is implemented. Performance measures available from previously deployed locations will be shared to assist in determining potential impact and needed support.

A Deployment Assistance Center (DAC) has been established to support call centers during NGD implementation. The DAC is staffed with CSRs trained to handle Medicare inquiries from all lines of business. Certain functions may need to be transferred back to the site, however, it is expected the sites deploying NGD will utilize the services provided by the DAC prior to requesting any performance waivers. During the period of implementation, CMS will work the contractor to determine the support needed from the DAC and relax performance standards where it is still deemed appropriate.

Call Center CSRs: It is expected that CSRs already trained to handle Medicare inquiries will need to attend 3-4 days of training on the new system. Contractors will continue to provide new CSRs with Medicare program training and any changes to local procedures resulting from NGD. Generally, CSRs will continue to answer the same types of inquiries they currently answer today, so the primary focus of the initial NGD training will be on how to access the same information within the new desktop. Additionally, NGD will offer some enhanced features and functionality which will deliver improved service to CMS customers. Training materials will be provided for any new functionality in NGD. Although contractors can choose to phase in the implementation of any new NGD features, it is expected that CSRs will fully utilize the functionality built within NGD.

Below is a sample of identified changes to pre-NGD procedures:

Publication Requests and General Information: If a CSR is using the MCSC-NGD, then all requests for CMS beneficiary-related Medicare publications and alternative CMS products should be ordered via the desktop. If a CSR does not have the MCSC-NGD, but has Internet access, these items should be ordered on-line at **www.medicare.gov**.

Scripted Responses: The NGD will include standard CMS-approved scripted language for some Medicare topics to be used by CSRs when responding to inquiries. The purpose of scripted language is to ensure accuracy and consistency of the information conveyed by the call centers.

Callbacks Closed: The counting for this CSAMS metric will change for those call centers using MCSC-NGD. Currently this number is based on calls received for the calendar month and represents the number closed within 5 workdays, even if a callback is

closed within the first 5 workdays of the following month. For MCSC-NGD call centers, the desktop will provide a report based on 7 calendar days which will be used to satisfy this requirement.

Logging Issues: The NGD provides the functionality to log multiple issues on one call. Once NGD Release Two is implemented, many of the high frequency topics or activities worked on a call are automatically logged. There is a need for some manual logging by CSRs. Those conducting quality call monitoring should ensure that CSRs are making use of this additional functionality to log multiple issues. This will provide the call centers and CMS with more accurate and thorough reporting. For quality call monitoring (QCM) purposes, all logging and coding including the logging of multiple issues is to be recorded under the Call Action portion of the Knowledge Skills Assessment section of the QCM scorecard. Correct logging of calls falls under the performance criteria of "completes call activities".

Ordering a Replacement Medicare Card: The NGD has built in the functionality to allow for a CSR to order a replacement Medicare card. The NGD will perform the edit checks for the CSR which will minimize the training needed for this function.

Training: This project will use a "Train the Trainer" approach. This approach requires each contractor to provide trainers and training facilities to instruct CSRs, supervisors, quality assurance personnel, and other support staff on how to use the system. Training materials will be by CMS. The initial "Train the Trainer" classes (covering each contractor's primary line of business) will be 5 days of instruction. An additional 2 days are required for any added line of business (Part A, Part B, DME). "Train the Trainer" classes will be held in a central location or at contractor locations if warranted by the number of trainees.

The local call centers trainers will have the responsibility to train all CSRs on the NGD. For example, the training may take a phased approach in which some CSRs are trained while others continue to take calls in the current manner. At some point in time an individual call center may have some CSRs utilizing the current methods, some in training, and others using the NGD if a phased-in approach is followed. Regardless of the approach followed during the period of implementation, CMS will work with each contractor to define the extent of the impact during the transition, schedule support from the Deployment Assistance Center and relax performance standards where it is deemed appropriate.

NGD Local System Administrators (LSA) are required to complete the LSA certification requirements including attending centralized LSA training. This requirement applies to both primary and back-up LSAs.

The NGD will have the ability to facilitate national web-based training. Contractors who wish to have their locally-developed web-based training accessible directly from the NGD are encouraged to comply with CMS standards. The CMS standards for both print and web-based training design can be found on the Medicare Beneficiary Telephone Customer Service home page at **http://www.cms.hhs.gov/callcenters/.** In addition to the PC requirements outlined previously, in order to fully utilize the national web-based training modules, contractors will also need to have an audio player capable of playing

.wma files (generally Windows Media Player); sound card and speakers (headphones are suggested); and Microsoft Word 97 or higher.

- Local Site Administration: Several administrative functions will be performed at the call center level by contractor personnel. These functions include:
- Creating and Maintaining User Profiles;
- Adding User Accounts (includes identifying each user's zip code, state, and time zone);
- Disabling User Accounts;
- Adding and Maintaining Personal Information;
- Adding, Maintaining and Resetting User Passwords;
- Defining and Maintaining User Responsibilities;
- Defining and Maintaining User Positions;
- Defining the local Organizational Structure;
- Receive Step by Step instructions for Setting up Public Queries;
- Creating and Maintaining System User Alerts and Broadcast Messages; and
- Initiate Time Out Settings.

Help desk: Each contractor will be expected to operate a local help desk (Tier One) for NGD. The Tier One Help Desk Analysts are responsible for supporting the call center personnel in resolving issues they experience within the NGD application. This may be incorporated within the contractor's existing help desk or defined independently. The local help desk will be expected to triage NGD-related issues to determine if resolution can occur in- house, and those issues that need to be documented and submitted to the NGD Help Desk (Tier Two).

Local Tier One application support will likely be comparable to existing MCSC-Forte and Custom View sites. Support levels for those locations currently using mainframe applications only will probably increase. The call centers will need to provide Tier One help desk support. Tier One help desk support will be a focal area for each call center and will begin the resolution process. They will help identify if the issue resides at the call center or if it is an issue that need to be resolved outside of the call center. If the issue can be resolved locally, then the normal call center process will be followed. If the issue cannot be handled locally, the local help desk will contact the NGD Tier Two Help Desk. The NGD help desk will work to resolve the issue within forthcoming Service Level Agreement standards. If the issue cannot be resolved by the NGD help desk, the NGD help desk will contact the appropriate NGD resources (Tier Three), including Siebel and AT&T for MDCN/AGNS issues. Once resolved, the NGD help desk will contact the local help desk so any log entries opened there can be closed.

At a minimum, the local help desk will handle:

- Password resets;

- PC or PC software configurations- Tier Two can assist Tier One or provide guidance in correcting the problem, but ultimately it is the responsibility of Tier One to resolve PC configuration/setup issues. The settings shall follow NGD and CMS guidelines;
- PC or LAN related problems;
- Proper functioning of local workstations, network and network connections;
- Contacting AT&T Global Network Service (AGNS) issues on the contractor side; and
- Local training and business process issues.

The help desk training provided by the NGD trainers will provide more details on what is expected of the local help desk.

Information Technology: For those sites that currently have PCs on the CSRs' desktops, little, if any, change in demand for infrastructure support is expected. Connectivity between the NGD servers in *Shelbyville*, KY and contractor mainframe claims processing systems (i.e., data center) is planned to be via MDCN/AGNS using SNA. Contractor PCs at Call Centers using the NGD will access the NGD servers in *Shelbyville* using MDCN/AGNS via IP.

Existing call monitoring applications, such as e-Talk Recorder and Witness eQuality Balance, that are integrated with a call center's Automatic Call Distribution (ACD) system should continue to function with no change.

Impact on Data Center Resources: Contractors shall work with their respective data centers to ensure Data Center staff performs the following tasks in support of the NGD implementation. These tasks include, but are not limited to:

- Provide a Data Center Point of Contact (POC) to coordinate NGD testing and deployment activities;
- Assist in planning for adequate MDCN/AGNS bandwidth and routing changes;
- Create and assign standard system mainframe User IDs per CMS/NGD requirements;
- Provide TN3270, TCP /IP, or SNA connectivity information and create any required SNA LUs to establish the necessary sessions; and
- Ensure that claims systems test regions and test data are available as required for system testing.

After initial testing the following are required:

- Test regions need to be available during normal business hours beginning when system testing starts, and continuing through the deployment of the desktop at all call centers. Availability of test regions will also be required for subsequent quarterly release;

- Ensure system production regions are available by contractor Go Live date(s); and
- Ensure system production regions are available during Call Center hours of operation.

NGD Access for Other Departments: It may be desirable for other departments (Correspondence, Benefits Integrity, Medical Review, and so on) to have limited access to the new system. If so, some minimal training for the users from these departments will be required. Using the NGD in other departments will be considered on a case-by-case basis. Other departments will be expected to acquire the necessary NGD Siebel desktop licenses and appropriate PCs within their own budgets.

Security Issues

Call and Data Center: NGD retrieves data from systems, such as the CMS Enrollment Database (EDB) and the SSA Master Beneficiary Record (MBR). These systems are Privacy Act protected and require high levels of security. Data and Call Centers are required to follow strict security controls in their data center implementation to segregate CMS data from other business data and to safeguard the confidentiality, integrity, and availability of such data.

NGD Network Traffic and Overview: For MCSC NGD implementation, connectivity shall be established between Siebel NGD and SNA (System Network Architecture) servers, the Medicare Data Communications Network (MDCN) and the Medicare Call Center's servicing data center. Currently, the Siebel NGD and SNA gateway servers reside at the AdminaStar Federal Data Center in *Shelbyville,* Kentucky.

A Customer Service Representative (CSR), as a NGD user located at the Medicare Call Center, uses a browser-based, thin client with zero footprint to access the Siebel NGD servers. All communications between client and server travel via the MDCN, provided by AT&T Global Network Services (AGNS). This configuration establishes Private Virtual Connection's (PVC) from each Call Center to the NGD Data Center, and between the NGD Data Center and all Medicare Data Centers. Call Centers are directly connected to *Shelbyville* NGD via AGNS. *Shelbyville* NGD is connected to all host Medicare Data Centers. The *Shelbyville* DC queries the host for the information. After *Shelbyville* DC gets the information from the host data center, paints the screen and sends the data back to the call center's CSR desktop.

When the Siebel NGD application requests Medicare shared claims processing systems information for an NGD user, the NGD systems' Integration Server acts on behalf of the NGD user and utilizes a CICS transaction-based approach to retrieve the requested information. This SNA connection communicates directly with the Medicare shared claims processing systems (MCS, VMS, FISS) via the MDCN, to process the NGD users' information request.

The NGD update requests to Medicare shared claims processing systems are limited to users within the local call center, as controlled by their specific Local System Administrator and their local NGD security profile. Therefore, updates are allowed only to native users. **Non-native call center NGD users (e.g., other Medicare Call Centers) will have read-only access to the specific data center's Medicare systems as described in the Mainframe ID's paragraph below.** Memorandums of Understanding

between the data center and call center contractors will be needed prior to NGD's authorization (or capability) to update Medicare shared claims processing systems that are not native to the NGD user. If this non-native update capability becomes necessary, CMS will work with call center contractors to establish these Memorandums of Understanding.

Mainframe Ids: The Siebel application identifies the information's requester and determines the source required to fulfill the information request. This information is passed to the Integration Server, which establishes a session between NGD Data Center and the source Data Center. The Integration Server uses an established Logical Unit (LU) connection from available LU session pools. Each Data Center will be assigned a specific number of LU session IDs, which will be assigned and controlled by AGNS.

CMS-Pub. 60AB: The session pool concept is referred to as Master ID since only a limited number of sessions are available for a larger number of users sessions. Master IDs are used by NGD Integration Servers, which acts in behalf of NGD users, to access the source Data Center's mainframe. Master IDs have been successfully implemented within other CMS applications with similar large user base and technical requirements. It is important to note that allowing NGD users read-only access to other Medicare contractors databases is not a new idea, and in theory the NGD read-only access is not too different than the shared access that all Medicare contractors have to the Common Working File (CWF).

The Data Center's System Administrators restricts and controls access to the shared claims processing systems housed at their data center, thus protecting the Government's Medicare claims information that they have been entrusted to maintain. **It is the Data and Call Centers System Administrators' responsibility to establish, add, and maintain the NGD-provided LU sessions and Master IDs on the mainframe's security software for NGD access as needed for development, validation, training, and production.** The benefit of establishing and maintaining a limited number of LU IDs and Master IDs for each Call Center, versus establishing individual accounts for each NGD user, results in reduced administrative tasks and costs.

NGD Security Responsibilities: The NGD Contractor (currently AdminaStar Federal) is responsible for the security controls within NGD. **It is National NGD Security Administrators' responsibility to establish, add, maintain, and track the AGNS-provided LU sessions and Master Ids for all Medicare contractors on the applicable NGD software, (e.g., Siebel server, Jacada server, etc.).** The NGD software is developed to enable each Call Center to grant security access to its files, and will only retrieve/display data defined within the security access granted. Security tests have been developed to ensure access control mechanisms are in place and operating as intended.

Stringent controls and monitoring processes will be in place to ensure that only assigned personnel gain access to the range if IDs are assigned to their center. Those transactions will be performed in NGD's authentication servers within a secured environment.

The NGD system generates transaction logs with information to fulfill user traceability requirements. The Siebel server, Integration server, and CICS/SNA gateway logs will

document the transactions being performed, who performed them, when they were performed, what User ID and what LU session, host, and system were used to perform the transaction. This logging supports the use of Master IDs within the NGD, providing individual accountability for NGD users. Auditing will be performed within the NGD network and will provide a trace mechanism for the Medicare shared claims processing systems to validate users.

Security Oversight: Oversight and separation of duties for NGD security will be accomplished by:

1. Establishing System Administrators for Call and Data Centers, when applicable, with access only to the range of IDs designated for their Center;
2. Establishing a National NGD Security Administrator responsible for establishing user IDs and granting security access to Call and Data Center's System Administrators; and
3. Designating a third-party to audit security functions and logs, including the National NGD Security Administrator.

Shared/Standard System Issues: The Next Generation Desktop relies on extensive interfaces with many standard Medicare systems, operated by the CMS as well as contractors. In order to make each contractor's deployment to the NGD as problem-free as possible, it would be helpful if each contractor provided systems documentation for any changes or customization that they have made to the standard system. By providing this documentation during the discovery period, it will allow the NGD developers to make any necessary adaptations before deployment. Once a site has implemented NGD, the NGD team will need to be made aware of any local planned changes to these shared systems well in advance. This will allow time to make sure that the interfaces with the shared systems continue to perform correctly.

The NGD updates will occur quarterly and will follow the release schedule used for the shared system updates. Once the NGD is implemented, contractors are requested to inform the NGD team of any notifications of changes being planned to the standard systems currently accessed. This will serve as a backup to the current process CMS has in place for notification of systems changes. It is important that the NGD sites work closely with the NGD team to coordinate any additional testing needed specific to NGD in conjunction with testing for the shared system quarterly releases.

Testing Requirements: *See Pub. 100-01 Medicare General Information, Eligibility, and Entitlement/ Chapter 7/ Section 40 – Shared System Maintainer and Medicare Contractor Responsibilities for System Releases, Subsection 40.3, Shared System Testing Requirements for Maintainers, Beta Testers, and Contractors, with NGD specific information in Section 40.3.11 - "Next Generation Desktop (NGD) Maintainer Requirements."*

Implementation Planning and Support: Implementation of the NGD will represent significant change for many call centers. Managers and staff will need to be available for pre-implementation meetings (e.g., conference calls, in-house meetings, completion of surveys, etc.), to provide information about the site in general, the technology used, and to plan for the rollout of the NGD. To minimize the impact of this change, at a minimum, the call centers will be provided with the following assistance:

- Planning for functional, technical, and business process changes;
- Deployment Notebook detailing key aspects of the deployment process;
- Deployment Checklist/Project Plan and updates to the project plan;
- Regularly scheduled NGD specific conference calls;
- Training assistance as described above; and
- 24 X 7 post-implementation support (on site, if required).

Future Changes to the Next Generation Desktop: The CMS will implement an NGD Change Control Board that will include representation from the contractor community. Change requests can be submitted in a variety of ways: Feedback forms within the NGD system, change requests submitted to the NGD helpdesk, participation in user acceptance testing, and functional workgroup meetings. The change control procedures will be provided in the call center deployment notebook for further reference. New releases of the NGD are expected to follow the current standard mainframe system quarterly release schedule.

Retirement of Redundant Systems: After implementation of the NGD, several existing systems will become redundant. *For beneficiary sites, t*hese include the current MCSC Forte application, the 1-800 GT-X application, and some of the Custom View implementations. There may be other contractor or call center specific applications that will also become redundant. Retirement of these redundant applications may involve archival of data and disposition of any surplus hardware. The CMS and the affected contractors will determine the specific tasks required.